

# State Library of North Carolina

## UPDATE

<http://statelibrary.dcr.state.nc.us>

March 2006



### VIRTUAL REFERENCE

NCKnows, North Carolina's collaborative virtual reference project, completed its first full year of service in 2005. Sponsored by the State Library and supported with federal LSTA funds, the NCKnows service debuted in February 2004 with 18 libraries providing staff and offering the link on their web page.

The project has grown to include over 50 libraries currently offering the service with 21 of those libraries providing staff — and libraries continue to sign up. 11,552 questions were submitted to NCKnows in 2005. The service was enhanced through collaboration with NC LIVE to allow easier access to these resources for patrons using NCKnows. Need additional information? Contact Phil Blank, NCKnows Project Librarian, by e-mail at <[phil@philblank.net](mailto:phil@philblank.net)>.

### DOCUMENTS BRANCH HOSTS NATIONAL MEETING

"Digital Preservation in State Government" was held March 27-28 in Wilmington, N.C. and served as a forum for attendees to share experiences. The national meeting, a best practices exchange on digital preservation, brought together professionals from 26 areas including Connecticut, Georgia, Illinois, Iowa, Kansas, Kentucky, Washington, D.C., Michigan, Montana, Nevada, New Hampshire, New Jersey, New Mexico, New York, Nigeria, North Carolina, Oklahoma, Pennsylvania, South Carolina, South Dakota, Tennessee, Texas, Utah, Virginia, Washington, and Wyoming. Discussions included successes, failures, attempts and lessons learned in current and ongoing efforts to create digital preservation policies and programs. Sessions focused on building digital repositories; obtaining sustainable funding; gaining cooperation and commitment of state agencies and developing metadata schema, workflows, and skills for managing digital assets. For meeting summary reports contact Jan Reagan or Christy Allen at the State Library at 919-807-7443.

### NORTH CAROLINA BRAILLE READ-IN

On April 1, 2006, Braille readers will be demonstrating the value and importance of Braille in a variety of locations across the state. Between 10:00 a.m. and 2:00 p.m., groups and individuals will be reading Braille at public libraries, coffee houses, or even in their own easy chairs. As the largest provider of Braille reading materials in the state, the State Library's Library for the Blind and Physically Handicapped is a collaborating partner in this event. For more information, please contact Miriam Dixon, NC Rehabilitation Center for the Blind, at 1-800-846-5860 or <[Miriam.Dixon@ncmail.net](mailto:Miriam.Dixon@ncmail.net)>.

### STAFF UPDATES

Beth Crist joined the State Library staff as Librarian Consultant I in the Library Development Section. Beth's most recent position was an online continuing education specialist with the NC Museum of History. In her new position she will focus on developing the State Library's online continuing education efforts and will assist in the administration of other Continuing Education programs.

Hilary Perez returned to the NC ECHO project as Project Archivist. Hilary is very familiar with NC ECHO having worked for two years as the Project Assistant. She previously worked at the public services branch of the State Archives.

Angie Suhr, AV Librarian for the State Library, is retiring in April after 30 years of service. She began her career as the Cassette Tape librarian for the Library for the Blind and Physically Handicapped. For the last decade she has coordinated the distribution of video materials for the State Library.

## ONE RINGY-DINGY... WE HEAR AND RESPOND!

The Library for the Blind and Physically Handicapped (LBPH) fielded 18,681 telephone calls for service or information last year. The Library serves 12,000 citizens all across the state, the main contact with library users is via telephone. Even with two toll free lines, three local in-coming lines, and three additional outgoing lines for staff to call library users, a common complaint heard from avid users was how hard it was to reach the Library by phone—too many busy signals!



To help address that concern, a new telephone system was installed in January 2006. The Library's main phone numbers remain the same, but some new lines and service options have been added. Callers to the library's toll free number should now experience fewer busy signals, a third line has been installed and connected to the toll free number. Now when staff are busy helping callers on the two main toll free lines, a third caller to the toll free number may either hold for the next available Reader Advisor or may opt to leave a list of book requests on a voice mail box. To reduce busy signals on the Library's three main local telephone lines, key staff (such as the Volunteer Coordinators) were provided with their own phone lines and numbers.

If you know someone who needs large print and/or cannot read standard print because of a visual or physical condition, please give them the Library's toll free number, 1-888-388-2460. If you would like some posters, or applications and brochures about the LBPH service at your local library, just give us a call. Our local number (Raleigh area) is 919-733-4376. Your chances of reaching us are much better now!

## INFORMATION WORKSHOPS

The Information Services branch offers workshops to inform data affiliates and state agency staff of database changes, basic searching techniques and census data. This winter Mary Ajiboye, Electronic Services Librarian, and Roger Magnus, Demographics/Business Information Specialist, taught several workshops for data users and state agency employees.

The workshops included NC LIVE Business Databases, Historical Databases and Census Basics. State employees from the Departments of Labor, Administration, Cultural Resources and Environment and Natural Resources attended in addition to local government employees from Cumberland County. To be notified about the data workshops, consider subscribing to the NCDATA listserv.

The NCDATA listserv is a joint effort of the North Carolina State Data Center, its Data Affiliate Network and the State Library of North Carolina. The listserv is a forum for the discussion of Census data and demographics issues and questions. The list also carries announcements about upcoming data releases and news from the Census Bureau as well as local training opportunities. To subscribe to the listserv and for more information please visit <<http://listmail.ncdcr.gov/mailman/listinfo/ncdata>>. Interested in learning more about the classes offered by the Information Services Branch? Contact Bonnie Spiers at 919-807-7488.

Do You Know Who Your Library Consultant Is? Check out the link <<http://statelibrary.dcr.state.nc.us/ld/liaison.htm>>. For information about specific topics contact the designated consultant.

Frannie Ashburn - Center for the Book - 919-807-7416  
Anne Marie Elkins - Certification, State Aid - 919-807-7419  
Penny Hornsby - Grants - 919-807-7420  
Pam Jaskot- Marketing, Communications - 919-807-7421  
Raye Oldham - Continuing Education - 919-807-7423  
Timothy Owens - Statistics, NCknows - 919-807-7424  
Jim Rosinia - Youth Services - 919-807-7425



## SUMMER READING

But, sadly, some're not. . . .

And that's why, in the summer of 2006, library staff serving children and teens will be working hard to welcome those who are and encourage those who aren't to discover the "Paws, Claws, Scales and Tales" and the "Creature Features" that are waiting for them at their local public library.

And that's why Youth Services Consultant, Jim Rosinia, and the 2006 Summer Reading Committee(s) are conducting Summer Reading workshops. Last year, Rosinia added a third workshop location and worked with three separate committees to develop three unique workshops. This "experiment" was so successful that he is repeating the approach this year.

At the first workshop on March 9<sup>th</sup>, approximately 160 library staff attended a workshop at ImaginOn in Charlotte where they heard and shared ideas for improving program design and delivery, networked with colleagues, and had an opportunity to explore this innovative facility and to talk with ImaginOn staff. Evaluations are being tabulated but an initial review echoed comments heard as participants left – it was quite a success. Two additional workshops were held one in Charlotte on 3/17 and the other in Raleigh on 3/27.

The summer of 2006 is the state's third experience as a member of the Collaborative Summer Library Program (CSLP), an organization that continues to grow as more and more states recognize the advantages of membership. Once again, Rosinia has been very pleased with the overwhelmingly positive comments he receives from youth services librarians about the quality of the manuals and the program materials. (The State Library purchases manuals for each library and supports the purchase of program material with vouchers issued each year.)

And Rosinia has noticed that, as an increasing number of third parties have taken notice of the growth of CSLP, additional resources are available to support Summer Reading in NC: e.g., the Librarian's Internet Index has created a "Featured Collection" of links to sites that relate to the Summer Reading themes <<http://www.lii.org/pub/topic/pawsc claws>>; and Movie Licensing USA has created a web page with movie ideas, book ideas, project ideas, craft ideas, etc. <<http://www.movlic.com/library/summer/summerread06.html>>



## SERVING TEENS

No, this isn't a reference to that classic "Twilight Zone" episode, "To Serve Man." It refers to State Library efforts to support public library services to teens. A new list, similar to NCKIDS, has been created: NCTEENS. As Youth Services Consultant, Jim Rosinia, informs public library staff about this opportunity to discuss library services and programs for teens; he has been pleased to see the response. Not only are people subscribing (which can be done at <<http://listmail.ncdcr.gov/mailman/listinfo/ncteens>>), but subscribers have been describing programs at their libraries and sharing tips.

Next, Rosinia plans to gather information about the exciting, innovative – and successful! – programs around North Carolina and explore ways of making descriptions and contact information available online so that librarians who are looking for program ideas can find examples of what their fellow North Carolinians are doing. And Rosinia continues to respond to invitations to address library staff on ways of providing "developmentally responsive library service" to the most challenging group – 10 to 15-year-olds. To contact him about these staff development opportunities, call (919/807-7425) or email <[jrosinia@library.dcr.state.nc.us](mailto:jrosinia@library.dcr.state.nc.us)>.

## SUMMER READING PUBLICITY

In March the State Library in collaboration with Newspapers In Education (NIE) produced seven camera-ready advertisements for the 2006 Summer Reading program. The project introduces children to newspaper basics while promoting North Carolina's public library summer reading program. Using the artwork from "Claws, Paws, Scales & Tales," the ads encourage children to become active newspaper readers and participants in the summer reading program. The ads, burned on a CD, were mailed to the NIE coordinators at newspapers across the state. Watch for the ads beginning in early summer and encourage your summer reading participants to join in the fun.

Questions about this project, contact Pam Jaskot, <[pjaskot@library.dcr.state.nc.us](mailto:pjaskot@library.dcr.state.nc.us)>.



## RENOVATIONS IN THE WORKS

Effective mid-March 2006 the basement of the Archives & History/State Library Building will be closed for renovations. As early as July 2006 the State Archives, Genealogical Services, and the State Library Information Center also will be affected by renovations. If you are planning to visit these facilities, please check in advance to obtain current information.

**State Archives:** Phone: 919-807-7310; Website: <<http://www.ah.dcr.state.nc.us/archives/default.htm>>;  
Email: <[archives@ncmail.net](mailto:archives@ncmail.net)>

**State Library Genealogical Services:** Phone: 919-807-7460;  
Website: <<http://statelibrary.dcr.state.nc.us/iss/gr/genealog.htm>>  
Email form: <<http://statelibrary.dcr.state.nc.us/forms/Famref.htm>>

**State Library Information Center:** Phone: 919-807-7450;  
Website: <<http://statelibrary.dcr.state.nc.us/>>  
Email form: <<http://statelibrary.dcr.state.nc.us/forms/Genref.htm>>



## CONTINUING EDUCATION UPDATES

### Master Trainer Program

- A new class of 15 Master Trainers graduated in March.
- Master Trainers continue to build their network through regional meetings, sharing of training designs, and collaborative support.
- Total number of Master Trainer libraries: 57  
30 public libraries, 26 academic libraries, 1 state agency library.
- Total number of Master Trainers = 72+

### Career Enrichment Grants

- Of the 53 applications received for funding to Computers in Libraries and the Public Library Association conferences, a total of 49 applicants were funded; 16 for CIL and 33 for PLA.
- The last application period of this program (Cycle 3) for 05-06 closed on March 13, 2006. Funds for the remaining conferences will be awarded no later than April 17, 2006.

### Continuing Education Opportunities

- NC LIVE Vendor Training was a huge success – Six full days of training by eleven different vendors at three locations across the state with over 180 participants.
- Check the online schedule for remaining workshops available this spring <<http://statelibrary.dcr.state.nc.us/ce/ceopps.htm>>
- Stay tuned for an announcement with dates and registration information for College of DuPage webinars.

## PUBLIC LIBRARY QUIZ BOWL

Winners of local competitions held between December 2005 and mid-February 2006 will compete in eight District competitions on March 25 and the victors of those 8 matches will advance to the State Finals to be held on Saturday, April 22. As in years past, the Finals will be held at the WUNC-TV studios in Research Triangle Park and will be broadcast live from 1 to 3 PM. This year's Finals will be judged by John Brim, North Carolina Department of Public Instruction; Dan Gottlieb, North Carolina Museum of Art; and Pat Williamson, Z. Smith Reynolds Foundation.

At the heart of any Quiz Bowl competition are the questions. The success of the Public Library Quiz Bowl depends on the quality of questions asked.

Using an online form, you, too, can contribute questions to the database. Just go to <<http://statelibrary.dcr.state.nc.us/Forms/qbowl.htm>> and fill in the form. And, if you sponsor a local competition, please encourage your participating schools to submit questions, too! (The Public Library Quiz Bowl committee and Youth Services Consultant, Jim Rosinia, will thank you!)

